

# Board of Probation and Parole

## State of Tennessee



## 2003-2004 ANNUAL REPORT

### BOARD MEMBERS

JAMES H. AUSTIN

PATSY BRUCE

RONNIE COLE

BILL DALTON

LYNN DUNCAN

LARRY HASSELL

CHARLES TRAUGHBER, CHAIRMAN



STATE OF TENNESSEE  
**BOARD OF PROBATION AND PAROLE**  
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NASHVILLE, TENNESSEE 37243-0850 (615) 741-1673

October 1, 2004

The Honorable Phil Bredesen, Governor  
The Honorable General Assembly, State of Tennessee  
State Capitol  
Nashville, Tennessee 37243

Governor Bredesen and Members of the General Assembly:

Pursuant to Tennessee Code Annotated 4-4-114, the Tennessee Board of Probation and Parole hereby transmits its Annual Report to you for fiscal year 2003-2004.

Our mission is to minimize public risk and promote lawful behavior by the prudent, orderly release and community supervision of adult offenders, at the least possible cost to the taxpayers.

Board Members must determine whether a felony offender may be paroled and supervised in the community as opposed to being incarcerated within the Department of Correction or a county correction facility for the full term of his or her sentence. Our Field Services Division monitors and supervises offenders who have been granted parole, and likewise felony offenders who have been placed on probation by Criminal Courts throughout the State.

Our Agency also provides oversight for the statewide Community Corrections grant programs. In FY 2003-04 those programs expended \$8,705,053. The Community Corrections grant programs offender population June 30, 2004 was 5,719 (compared to 5,774 in 2003) with an average daily cost of \$4.02 per offender, per day.

Additionally, the Board has been designated by the Governor to review all clemency requests using specific criteria established by the Executive office. The Board, in hearing clemency cases, submits non-binding recommendations for consideration by the Governor.

As of June 30, 2004, there were 8,133 parolees (compared to 7,987 in 2003) and 38,684 probationers (compared to 36,611 in 2003) under the community supervision of the Board through our Field Services Division. Probation and parole supervision had an average cost during FY 2003-04 of \$2.50 per day for each offender. In contrast the Tennessee Department of Correction's (TDOC) FY 2003-04 average cost for incarceration including medical expenses was \$50.50 per day per inmate. Our agency had 966 positions in FY 2003-2004 with a budget of \$46,271,354, not including Community Corrections grant dollars.

FY 2003-2004 was highlighted by partnering with TDOC and the Tennessee Bridges grant program to provide transitional services for high risk offenders in Knoxville, Nashville, and Memphis. Our Agency intends to continue developing innovative ways to improve our services and cost effectiveness in the coming fiscal year.

The Board expresses its sincere thanks to the members of the Executive and Legislative branches for their continued support and oversight. For their hard work and commitment we give a very special thanks to the Probation and Parole Board staff, which enables us to carry out our mission.

Respectfully Submitted,

Charles M. Traugher, Chairman

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# Historical Overview

- 1929 Act passed authorizing a parole system and indeterminate sentencing for adult offenders and created the Advisory Board of Pardons.
- 1931 Advisory Board of Pardons created a system for parole eligibility.
- 1937 Act created Board of Pardons and Paroles; appointments made by the Governor and the Board chaired by Commissioner of the Department of Institutions and Public Welfare.
- 1955 The Department of Institutions and Public Welfare changed to the Department of Corrections.
- 1957 Act established the Division of Juvenile Probation.
- 1961 Act established the Division of Adult Probation and Parole.
- 1963 Major changes in Board of Pardons and Paroles five member part-time Board; first black appointed.
- 1970 Act passed changing Chair of the Board of Pardons and Paroles from Commissioner of the Department of Corrections to being elected by Board Members.
- 1972 Act passed changing the Board of Pardons and Paroles to three members who were full-time professionals with the Chair appointed by the Governor.
- 1978 Board of Pardons and Paroles expanded to five full-time members.
- 1979 "Pardons and Paroles Reform Act of 1979"; removed the Board of Paroles from the Department of Corrections, creating a separate and autonomous full-time Board. Parole officers and support staff were placed directly under the supervision of the Board, through an Executive Director and Director of Paroles.
- 1985 Emergency Powers Act passed to alleviate overcrowding. Board directed by Governor to reduce release eligibility dates of inmates sufficient to enable Board to release enough inmates to reduce population to 90% capacity.
- 1989 Act passed expanding Board from five to seven members. Created limited internal appellate review upon denial, revocation or rescission of parole.
- 1989 Criminal Sentencing Reform Act passed. Altered the sentencing and parole eligibility for all crimes.
- 1992 TOMIS project implemented.
- 1997 Legislative changes which increased the number of votes necessary to finalize parole grant decisions involving the most serious criminal offenses. Interstate Compact also strengthened by applying stricter standards on acceptance and supervision of out-of-state offenders supervised by Tennessee.
- 1999 Legislation created "The Board of Probation and Parole" (BOPP), merging the division of Adult Probation from the Department of Correction (TDOC) with the Board of Paroles, and placing the Community Corrections grant programs under the Board's oversight.
- 2002 New Interstate Compact on Probation and Parole was enacted by the General Assembly, which allows for supervision of adult offenders by participating states.
- 2003 Legislation effective July 2004 was passed designating BOPP as a registering agency for sex offenders in cooperation with the Tennessee Bureau of Investigation and other law enforcement, and funding a pilot program using Global Positioning System technology to track the physical whereabouts of high risk sexual and violent offenders .

# Organization

The Board of Probation and Parole is a full time and independent Board composed of seven Members appointed by the Governor. The Board is charged with deciding which eligible felony offenders will be granted parole and released from incarceration to community-based supervision. Along with the supervision of those granted parole, the Board is also responsible for supervising felony offenders who are placed on probation by Criminal Courts (TCA 40-28-103).

The administrative duties and responsibilities of the Board are to establish criteria for granting and revoking parole; to develop and adopt the planning document, annual budget, staffing plan, and policy and procedure; to visit correctional institutions and maintain contact with criminal justice agencies and agency field staff; to participate in regional, federal and local criminal justice planning efforts (TCA 40-28-104).

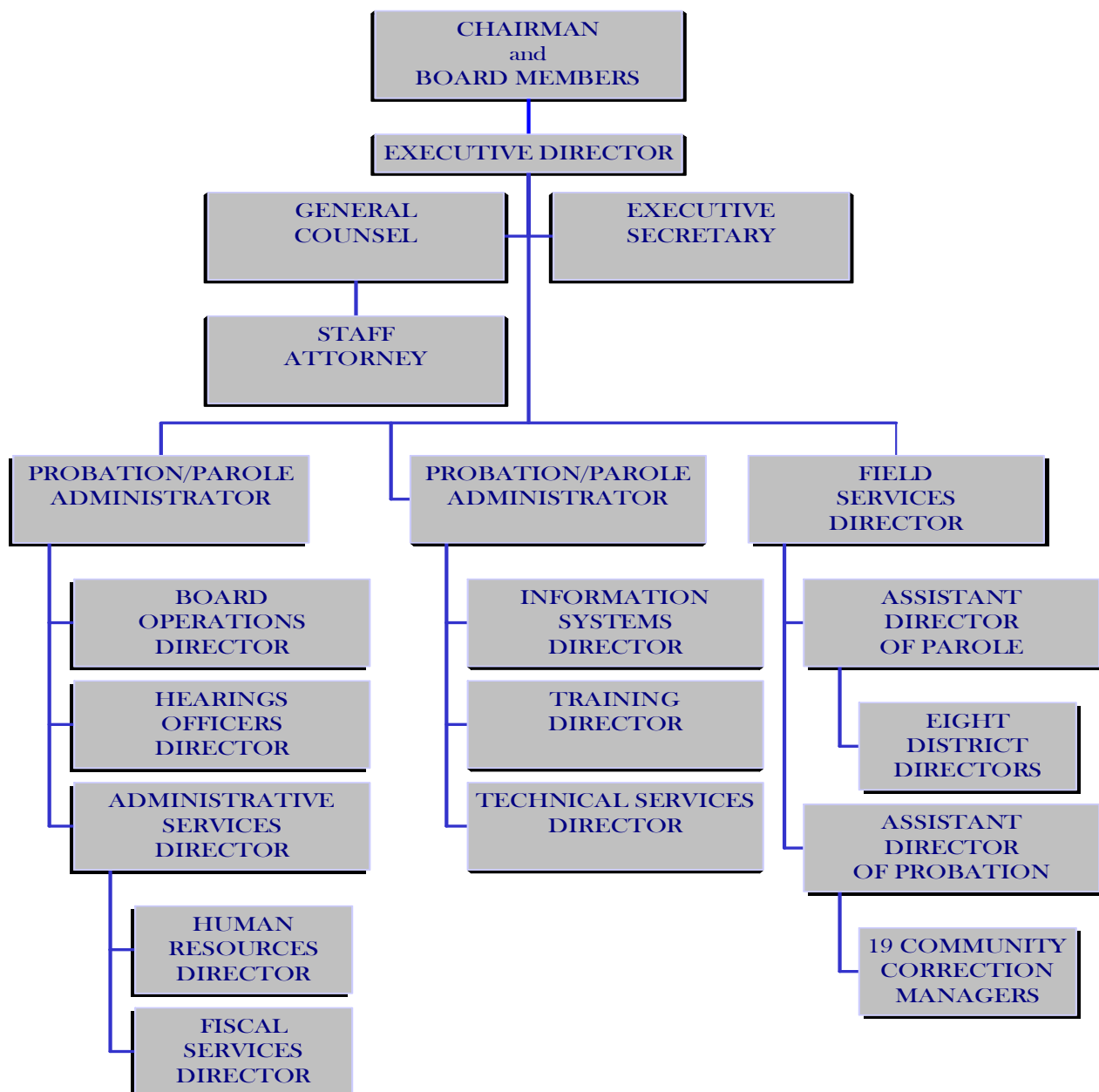
The Executive Director has responsibility for day-to-day functioning of the agency and to assist the Board in the development and implementation of policies, procedures, planning, budgets and reports. The Executive Director also has responsibility for recruitment and supervision of staff and for developing and maintaining communication and cooperation between the Department of Correction and the Board (TCA 40-28-104).

To manage the agency and its functional responsibilities, the agency is organized into nine divisions:

1. Board Members and their support staff
2. Hearings Officers
3. Board Operations
4. Field Services
5. Administrative Services, including Human Resources and Fiscal
6. Technical Services
7. Information Systems
8. Training
9. Legal Services

Two Probation and Parole Administrators assist the Executive Director, and along with the Director of Field Services, Counsel and Staff Attorney provide the senior level of management for the agency. Each Administrator is responsible for several of the divisions listed above.

## Tennessee Board of Probation and Parole Organizational Chart



# Board Members

## **CHARLES TRAUGHBER, CHAIRMAN**

Charles Traughber started his criminal justice career as an institutional counselor in the Department of Correction in 1969. In 1972 he was appointed Chairman of the Board of Paroles and served until June, 1976. He served as a member of the Board from 1976 until July, 1977, when he was reappointed Chairman and served in that capacity through June, 1979. He again served as a member until December, 1985. From that date until December, 1987 he served as a consultant with a private correctional company. He was reappointed Chairman of the Board of Paroles in January, 1988 and has served as Chairman since that date. He was reappointed to six year terms on the Board in 1994 and again in 2000. Mr. Traughber is a graduate of Tennessee State University. He is a member of the Tennessee Correctional Association, the American Correctional Association, and serves as vice-president of the southern region of the Association of Paroling Authorities, International. He has served on the Tennessee Sentencing Commission and on various committees addressing prison capacity issues.

## **JAMES H. AUSTIN, MEMBER**

James H. Austin was appointed as a member of the Board of Probation and Parole effective January 22, 2004. He is a Gallatin native. Austin has an extensive background working in law enforcement and state government. Having worked more than 31 years for the State of Tennessee, he worked most recently as manager of the Office of Civil Rights and Compliance in the Tennessee Department of Health. From 1987 to 1990, he worked in the Tennessee Department of Correction, first as a director of county programs and then as executive director of youth and community services. From 1980 to 1987, Austin worked as a counselor and then administrative assistant for the Davidson County Metro Sheriff's Department, serving through that time as a liaison between the Sheriff's Department and the Tennessee Sheriff's Association. Austin graduated with a bachelor's degree in industrial arts from Mississippi Valley State University, Itta Bena, Miss., and earned a master's degree in educational psychology from Tennessee Technological University, Cookeville.

## **PATSY BRUCE, MEMBER**

Patsy Bruce, a native of Nashville, was appointed as a member of the Board of Probation and Parole effective March 26, 2004. Prior to joining the Board, Bruce operated a number of event management and marketing companies, including Patsy Bruce Productions, Inc., a film and television production company, and Events Unlimited, an award-winning event management company. In addition to her business endeavors, Bruce is heavily involved in her community, where she organized the West Nashville Presidents Council, a community advocacy group.

## **RONNIE COLE, MEMBER**

Ronnie Cole was appointed as a member of the Board of Probation and Parole effective January 22, 2004. He was born in Milan, Tenn., and has lived in Dyersburg for more than 30 years. He is a retired vice president of the Dyersburg paving and bridge building contractor, Ford Construction Company, where he worked for 34 years. He also served in the Tennessee House of Representatives in the 98th through 102nd General Assemblies. Cole earned a bachelor's degree in business administration from Memphis State University. In addition to his experience working in road building and as a state legislator, he is a past president of the Tennessee Road Association and past president of the Contractor's Division of the American Road and Transportation Builders Association. In addition, he is a former member of the Tennessee Board for Licensing Contractors.

## **BILL DALTON, MEMBER**

Bill Dalton was appointed as a member of the Board of Probation and Parole effective April 1, 2000. He came to the Board from the Tennessee Department of Correction, where he served as Assistant Commissioner of Administrative Services from February, 1994 until his appointment to the Board. As Assistant Commissioner, his responsibilities included overseeing the divisions of Information Systems, Sentence Management, Centralized Maintenance, Engineering, Fiscal, Personnel, and Budget. Mr. Dalton attended Young Harris College and Middle Tennessee State University.

## **LYNN DUNCAN, MEMBER**

Lynn Duncan was appointed to the Board of Probation and Parole effective July 25, 2002. She has served on the Board of Directors of the Boys and Girls Clubs, Helen Ross McNabb Center, Beck Cultural Exchange Center, and the National Advisory Committee for Juvenile Justice. She is the former Vice Chairman of the Knox County Republican Party. Mrs. Duncan is an active member of the Cedar Springs Presbyterian Church and is active in the community. She graduated from Leadership Knoxville. She served as loan officer for the United Way and has served on the Board of Missions to North America. She served as Chairman for three years at the Knoxville Christian Women's Club. Prior to her appointment to the Board, Mrs. Duncan was Director of Government Relations, Boys and Girls Clubs of America.

## **LARRY L. HASSELL, MEMBER**

Larry Hassell was appointed to the Board of Paroles May 1, 1996, and re-appointed January 1, 2002. Prior to his appointment to the Board, Mr. Hassell was in automobile sales and is former owner of Memphis Motors, a retail and wholesale automobile dealership in Memphis. He served in the United States Coast Guard and the Tennessee National Guard. Mr. Hassell is a graduate of Yorkville High School, and attended Bethel College and the Memphis Police Academy.

# Statistical Highlights FY 2003-04

PAROLE HEARINGS		
12,634	Grant Hearings	
	6,806	Initial Parole
	5,772	Parole Review
	27.5%	Granted Parole
	3,478	Grants of Parole
1,898	Revocation Hearings	
	94.7%	Revoked and Re-incarcerated
	1,446*	Individuals Revoked and Re-incarcerated (*some individuals had more than one hearing during fiscal year)
287	Rescission Hearings (Pre-and Post-Parole)	
	274	Pre-Parole Rescission
	13	Post-Parole Rescission
	265	Individuals Rescinded
14,819	TOTAL (Parole Hearings Held by Hearings Officers and Board Members FY 2003-2004)	
OFFENDER POPULATION JUNE 30, 2004		
8,133	Parolees	
38,684	Probationers	
5,719	Community Corrections	
52,536	TOTAL OFFENDER POPULATION	
PROGRESSIVE INTERVENTION (ACRC)		
1,116	Parolees referred to Progressive Intervention	
629	Probationers referred to Progressive Intervention	
1,745	Total Referred	
1,292	Interventions Successful (resulting in no revocation)	
\$21,626,268	ANNUAL COST AVOIDANCE (by not revoking and re-incarcerating)	
RECIDIVISM		
21.6%	PAROLE RECIDIVISM RATE [number of parolees revoked and re-incarcerated divided by parolee population ending date of fiscal year]	
REPORTS AND RELEASE PLANS		
13,524	Investigative Reports Completed	
4,598	Release Plan Investigations	
FEE COLLECTION		
\$3,554,380.79	Supervision and Rehabilitation Fund	
\$2,620,605.06	Criminal Injuries Compensation Fund	
\$ 145,852.34	Diversion Fund	
\$6,320,838.19	TOTAL FEES COLLECTED (not including \$1,657.00 collected and processed but refunded)	

-Data Sources: jun04monthlynb.xls—finalized cases and HRNGS, POP, CERT, WARR  
 Technical Services, Fiscal Services and Field Services, June 30, 2004.  
 Community Corrections Statistical Report FY 2003-04

# Statistical Summary

This summary includes noteworthy statistics about Board of Probation and Parole activities throughout the fiscal year FY 2003-2004. In addition to making parole decisions, the Board supervises adult felons released into the community on probation or parole. Some characteristics of the offenders supervised are given below.

## FIELD SERVICES PROBATION AND PAROLE: A PROFILE 2003-04

The majority, 78 percent, of the offender population was male. In terms of race 58.1 percent of the total population was white and 39.4 percent African-American. The average age of offenders was 35 years for probationers and parolees combined, 34 years for probationers, and 38 years for parolees.

### CENSUS

	PROBATION AND PAROLE OFFENDER POPULATION				
	June-30,-2001	June 30, 2002	June 30, 2003	June30, 2004	Percentage Increase
<b>Probation:</b>	<b>33,458</b>	<b>35,000</b>	<b>36,611</b>	<b>38,684</b>	<b>15.6</b>
<b>Parole:</b>	<b>8,068</b>	<b>7,837</b>	<b>7,987</b>	<b>8,133</b>	<b>.81</b>
<b>Total:</b>	<b>41,526</b>	<b>42,837</b>	<b>44,598</b>	<b>46,817</b>	<b>12.7</b>

### RACE

**Probation:** There were 23,484 white and 14,199 African-American offenders on probation at the end of the fiscal year June 30, 2004. When the previous fiscal year ended June 30, 2003, the numbers had been 21,828 white and 13,916 African-American. As of June 30, 2004, there were 1,001 probationers of other or unknown races counted. Of that 1,001, 835 were Hispanic offenders.

RACE	COUNT	PERCENTAGE
BLACK	14199	36.71%
WHITE	23484	60.71%
OTHER	994	2.57%
UNKNOWN	7	0.02%
<b>TOTAL</b>	<b>38684</b>	<b>100.00%</b>

**Parole:** There were 4,268 African-American and 3,728 white offenders on parole at the end of the fiscal year June 30, 2004. There had been 4,305 African-American and 3,560 white offenders at the end of the prior fiscal year June 30, 2003. There were 137 parolees of other or unknown races were counted by June 30, 2004.

RACE	COUNT	PERCENTAGE
BLACK	4268	52.48%
WHITE	3728	45.84%
OTHER	136	1.67%
UNKNOWN	1	0.01%
<b>TOTAL</b>	<b>8133</b>	<b>100.00%</b>

### GENDER

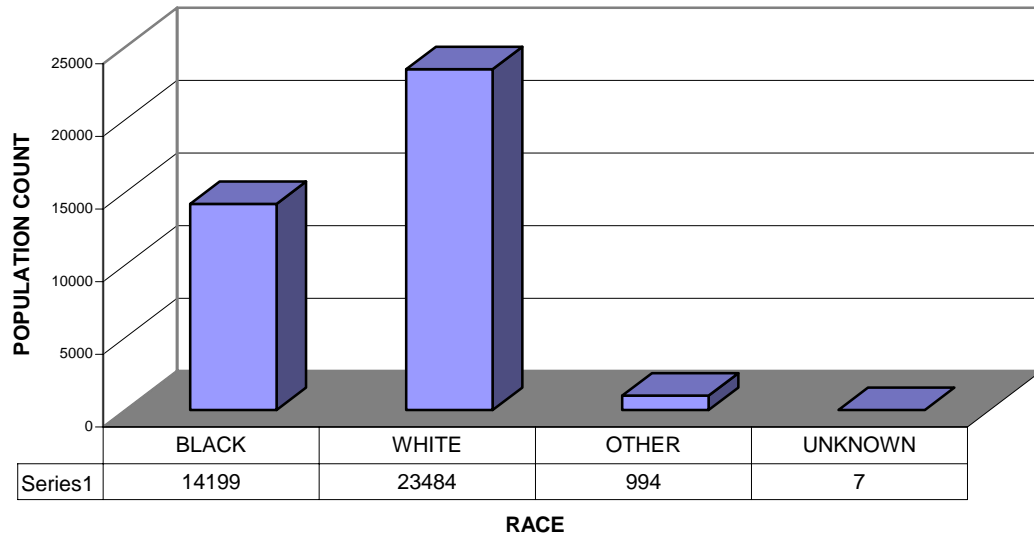
**Probation:** There were 29,817 male and 8,867 female offenders on probation at the end of the fiscal year June 30, 2004. These numbers are distributed similarly as they were in FY 2002-03, there having been 28,414 male and 8,197 female offenders.

GENDER	COUNT	PERCENTAGE
FEMALE	8867	22.92%
MALE	29817	77.08%
<b>TOTAL</b>	<b>38684</b>	<b>100.00%</b>

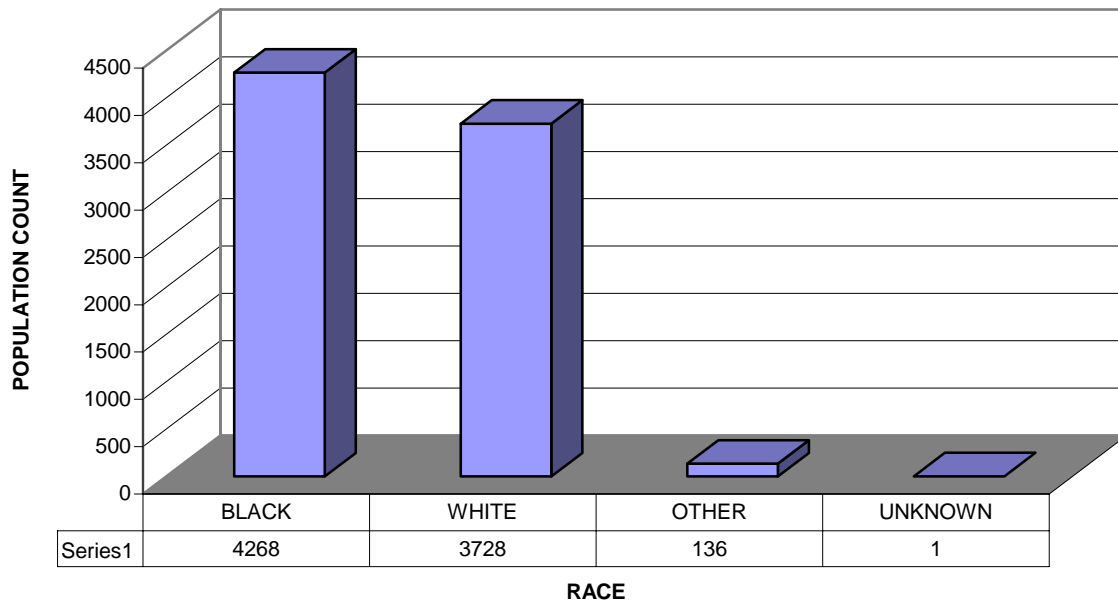
**Parole:** There were 7,094 male and 1,039 female offenders on parole at the end of the fiscal year June 30, 2004. These numbers compare similarly to FY 2002-03, there having been 6,993 male and 994 female offenders.

GENDER	COUNT	PERCENTAGE
FEMALE	1039	12.78%
MALE	7094	87.22%
<b>TOTAL</b>	<b>8133</b>	<b>100.00%</b>

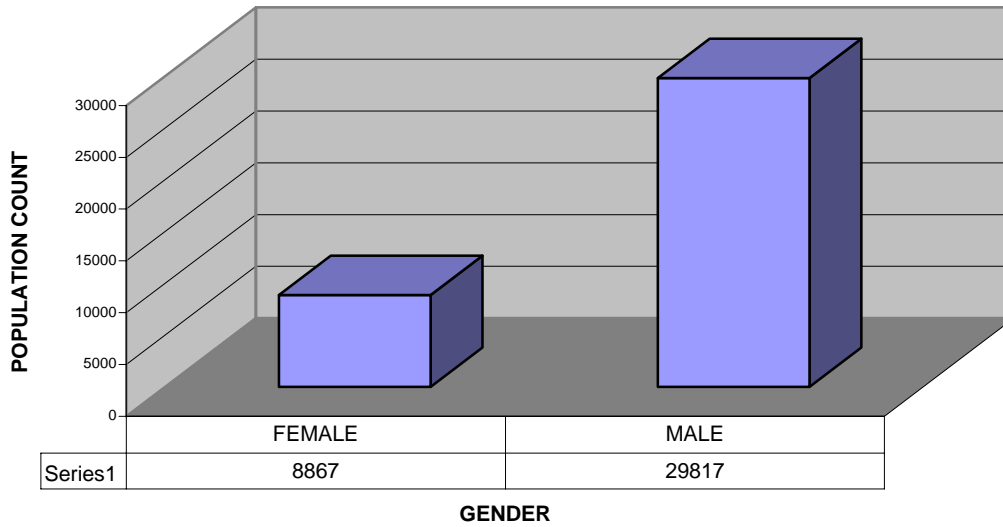
**PROBATION POPULATION BY RACE  
FY 2003 - 2004**



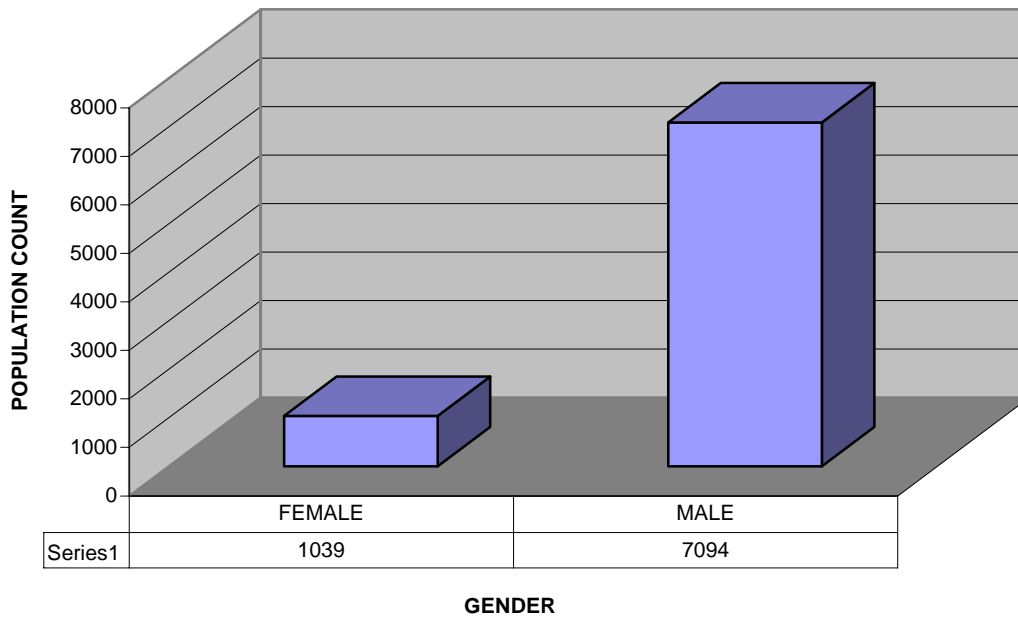
**PAROLE POPULATION BY RACE  
FY 2003 - 2004**



**PROBATION POPULATION BY GENDER  
FY 2003 - 2004**



**PAROLE POULATION BY GENDER  
FY 2003 - 2004**





## **PROGRAMS**

### **INTERSTATE COMPACT AGREEMENT**

The *Interstate Compact Agreement* for the supervision of parolees and probationers was established to provide for the orderly transfer of supervision of parolees and probationers between different state jurisdictions. All fifty states, Puerto Rico and the Virgin Islands are members. The two primary goals of the compact are community protection and the rehabilitation of the client. Community protection involves regulation of travel, supervision of the offender, and returning the offender to the sending state upon violation.

### **COMMUNITY COLLABORATION AND PARTNERSHIP**

Community Safety Collaboratives are underway in all parts of the State. The community collaborative and partnership is an agreement intended to create a formal day-to-day, working relationship between police law enforcement and the Probation/Parole Officer. The overall goal of that relationship is to provide effective supervision of probationers and parolees through information sharing, case management, and enhanced supervision. Safety collaboratives are in place in Knoxville, Chattanooga, Nashville, Memphis, and Jackson. Other areas are currently developing safety collaboratives. One of the major objectives of a community collaborative is offender accountability.

The goals of the partnership are accomplished by:

- ◆ Establishing an offender identification card process. Offenders are photographed and an identification card is made. The offender is required to carry it at all times and present it to law enforcement during any contact.
- ◆ Delivering enhanced treatment services to offenders.
- ◆ Sharing information about probationers and parolees via computerized exchange to assist the reintegration of offenders into the community.
- ◆ Assisting in the development of progressive sanctions, including community service, for violations of probation or parole conditions, and making use of alternative sanctions on an ongoing basis.
- ◆ Participating in the development and delivery of training for police and Probation/Parole staffs who participate in the joint supervision teams.
- ◆ Assigning of Probation/Parole Officers geographically, matching the assignment of local law enforcement. In conjunction with a ride-along program, this enhances inter-agency cooperation at the line level.
- ◆ Geo-mapping the housing location of offenders in order to manage the population and make threat assessments.

### **RESOURCE CENTERS**

The Agency mission and vision statements encompass the concept of coupling offender treatment services and offender accountability. In order to be successful in carrying out the mission and vision statements, both components must be in place. Therefore, offender resource centers have been established, or are in the process of being established, across the state.

Centers are established within existing office spaces, providing services beyond basic supervision to offenders and serving as an outreach mechanism to local communities. Staff and volunteers deliver services such as cognitive behavioral modification classes, parenting classes, computer skills, English as a second language, and employment readiness services. No additional funding is required because of a redirecting of current resources.

Additionally, a newly implemented offender risk and needs assessment process will enable better identification and tracking of the service delivery by resource centers and by social service providers.

### **COMMUNITY SERVICE WORK PROJECT PROGRAM**

The Work Project Program was established by legislative action in 1984 and funded in 1985, as a special condition attached to the probation certificate requiring probationers to complete a specified number of work project hours in the community at no expense to the public. Community service work is done for non-profit and governmental agencies. Parolees are also sometimes ordered to perform community service as an intermediate sanction for technical violations in lieu of incarceration. Each District Director appoints a Work Project Coordinator who is responsible for developing placement opportunities and supervising the offender's community service performance.

Officers are responsible for making the appropriate community service assignment for the offenders and monitoring offenders to ensure that the offenders are reporting to the agencies as agreed. Placements are with a wide variety of non-profit agencies, as well as government agencies. During FY 2003-04, Board of Probation and Parole offenders performed 218,198 hours of community service, which at an estimated value of \$6.00 per hour represents a value of \$1,309,188 of services to the citizens of Tennessee.

### **DETERMINE RELEASE**

According to TCA 40-35-501, offenders given felony sentences of two years or less are placed on mandatory determinate probation after serving thirty percent of his or her sentence. The offender is released on that probation status ten days after the District Attorney, Sheriff, and Warden, respectively, have been notified, and if no petition objecting to the release has been filed. During FY 2003-04, 2,220 offenders on determinate release probation reported to field services for supervision. \*

\* LIMD (movements screen) TOMIS, Technical Services

#### **TECHNICAL VIOLATOR “BOOT CAMP” PROGRAM**

According to TCA 29-206, upon successful completion of the *Special Alternative Incarceration Program*, located in Wayne County, an offender is released to probation supervision for the remainder of his sentence. These sentences include property offenses, resulting in sentences of up to six years, and drug offenses up to twelve years. The program was designed to assist in providing more space in state institutions for more serious and violent offenders. The Technical Violation Program is used for probation and parole offenders who have violated supervision rules other than by committing new offenses. During FY 2003-04, the Board had an intake of 198 offenders through these programs.

#### **ENHANCED (INTENSIVE) PROBATION**

The intensive probation program was established by policy in 1986 as an alternative to incarceration for nonviolent offenders. Offenders are placed in highly structured programs, and are supervised and monitored more often than regular probationers. Supervision includes the following: random drug screens, electronic monitoring, curfew checks, home visits, and monitoring any court-ordered special conditions. Home visits occur at night and on weekends. Once the offender successfully completes the program, he or she is moved to regular probation programming for any remaining period of supervision. Probation offenders may also be moved into the program by judicial order from regular probation as an alternative to incarceration for a probation violation. During FY 2003-04, the Board of Probation and Parole provided supervision for 1,086 intensive offenders.

#### **INVESTIGATIVE REPORTS**

TCA 40-35-205 authorizes Probation/Parole Officers to prepare and submit a variety of investigative reports. Pre-sentence reports are submitted to the criminal courts to assist them in determining sentence and range of punishment for offenders and to determine eligibility of offenders for probation or diversion. Classification reports are prepared and submitted to the Tennessee Department of Correction to assist in determining the appropriate placement of offenders within state institutions. Probation/Parole Officers also prepare release plan investigations to provide relevant information to the Parole Board when considering offenders for parole. During FY 2003-04, officers completed 13,524 investigative reports and investigated 4,598 release plans.

## **VOLUNTEER PROGRAM**

Volunteers are a significant and vital part of the probation and parole system. Each District Director appoints a staff member as a Volunteer Coordinator to recruit, manage and monitor volunteers. The volunteer coordinator is responsible for planning, recruiting, interviewing, orienting, training, and placing volunteers in specific jobs. The coordinator serves as a liaison between the community and the Agency, BOPP staff and the volunteers, and the volunteers and the offenders. Volunteers may perform services in any area of probation and parole where needs are identified. Roles volunteers perform include caseload assistant, advisory board members, clerical, etc. Volunteers gain satisfaction for their efforts by being people who are helping people.

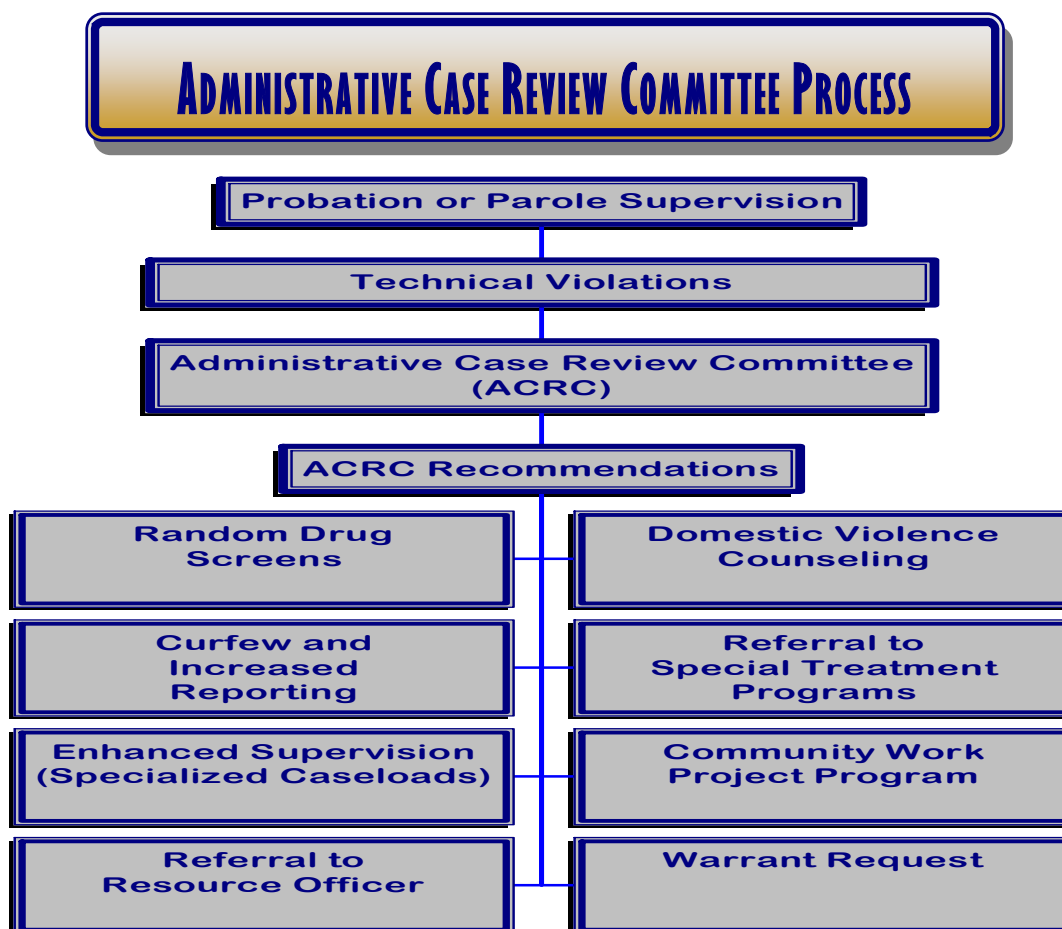
## **GROUP REPORTING**

Group reporting can be a valuable tool for Probation/Parole Officers in case management. Use of group reporting maintains supervision through face-to-face contacts with low risk offenders while efficiently managing the Officer's time. This allows the Officer to devote more time and attention to higher risk offenders, thereby enhancing public safety without reducing the level of supervision given other offenders. Thus the Probation/Parole Officers can continue delivering appropriate and effective levels of supervision even when caseloads are increasing.

## **OFFENDER FEES COLLECTION**

The Field Services Division collects fees from eligible probationers and parolees according to TCA 40-28-201. The fees are set at a maximum of \$45 per month based upon income level and hardship factors as specified by the statute. The fees are paid into three separate funds: *Supervision and Rehabilitation*, *Diversion*, and *Criminal Injuries Compensation*.

The *Supervision and Rehabilitation Fund* is utilized to offset the cost of offender supervision, and by law may be used to fund staff positions, training, and equipment, and offender treatment, for the Agency. The *Diversion Fund* is revenue to the Agency, and helps fund the budget. The *Criminal Injuries Compensation Fund* is operated under the auspices of the State Attorney General's Office, and provides financial relief to crime victims or their next of kin for expenses incurred as a result of violent crime. In FY 2003-04 the BOPP collected **\$6,320,838.19** in fees. Of that **\$3,554,380.79** was deposited to *Supervision and Rehabilitation* and **\$145,852.34** to *Diversion* funds, respectively, and **\$2,620,605.06** to the *Criminal Injuries Compensation Fund*.



**PROGRESSIVE INTERVENTION (ADMINISTRATIVE CASE REVIEW COMMITTEE)**

The progressive intervention process is dedicated to improving public safety by providing community alternatives to offenders who commit minor violations of parole or probation conditions. The administrative case review committee (ACRC) reviews each offender situation individually to determine an appropriate course of action as well as any sanctions that should be imposed. Sanctions include, but are not limited to, increased supervision contacts, selected program participation (drug and alcohol treatment, anger management classes, employment assistance, etc), electronic monitoring, or community service.

Thus the cost of incarcerating each offender, who participates and responds positively to the program and its sanctions, is avoided. During FY 2003-04, ACRC successfully diverted 1,292 offenders by means of this program. This represents an incarceration-cost-avoidance that exceeds \$21,000,000.

<b>FY 2003-04 PROGRESSIVE INTERVENTION (ACRC) COST AVOIDANCE ANALYSIS</b>		
Offenders referred to the program		<b>1,745</b>
Offenders successfully completed the program		<b>1,292</b>
Offenders referred but revoked		<b>444</b>
<b>COST AVOIDANCE RESULTING FROM THE PROGRESSIVE INTERVENTION PROGRAM ASSUMPTIONS</b>		
60% of offenders come from TDOC prisons		<b>= 60% of 1,292 = 775</b>
40% of offenders come from local jails		<b>= 40% of 1,292 = 517</b>
TDOC prisons FY 2003-04 cost to house an inmate		<b>= \$50.50 per day</b>
Local jails FY 2003-04 cost to house an inmate		<b>= \$45.15 per day</b>
Cost of probation and parole supervision for each offender		<b>= \$2.50 per day</b>
<b>ANNUAL COST AVOIDANCE CALCULATIONS</b>		
TDOC Inmate Housing Cost	= 775 inmates X \$50.50 per day X 365 days	<b>= \$14,285,187</b>
Jail Inmate Housing Cost	= 517 inmates X \$45.15 per day X 365 days	<b>= \$ 8,520,031</b>
<b>TOTAL</b>		<b>= \$22,805,218</b>
Probation/Parole Supervision Cost	= 1,292 offenders X \$2.50 per day X 365 days	<b>= \$ 1,178,950</b>
<b>TOTAL Annual Cost Avoidance (Inmate Housing Costs minus Supervision Costs)</b>		<b>= \$21,626,268</b>

# Parole Hearings Officer Division

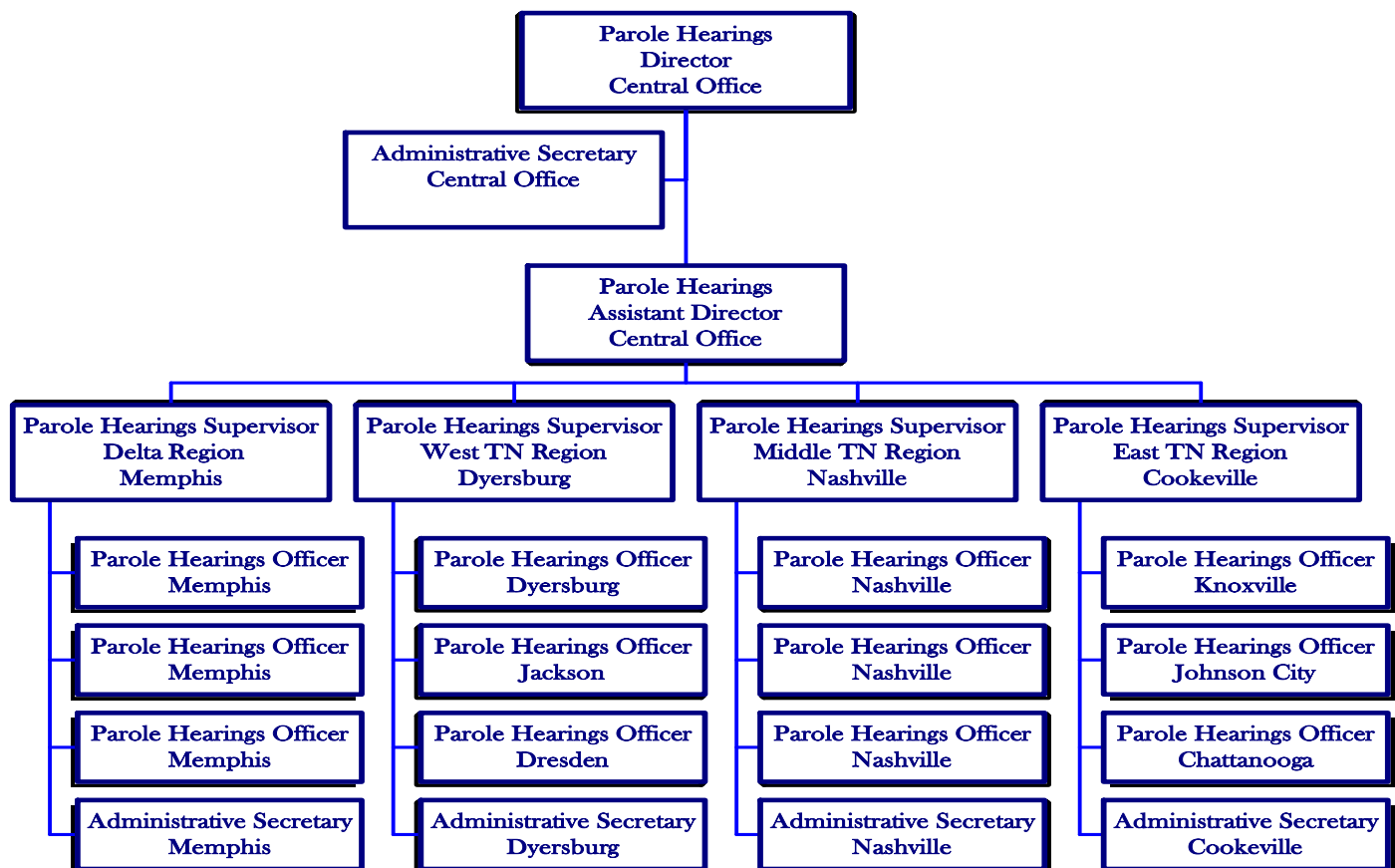
## ORGANIZATION

The organizational structure of the Parole Hearings Officer Division consists of a Central Office component and four (4) Parole Hearings Regions. The Parole Hearings Director, assisted by the Parole Hearings Assistant Director, has statewide responsibility for the operation, efficiency and effectiveness of the Division. Each of the four Parole Hearings Regions is under the direct supervision of a Parole Hearings Regional Supervisor who functions in the dual capacity of supervisor and Hearings Officer. Administrative support is provided by an Administrative Secretary assigned centrally and to each region.

## Hearings Officers

Parole Hearings Officers function as an extension of the Board in the parole hearing process. In accordance with Tennessee Code Annotated 40-28-105(D) (2), Parole Hearings Officers are appointed by the Chair of the Board of Probation and Parole to conduct parole hearings and make non-binding recommendations for review by Members.

## Parole Hearings Officer Division Organizational Chart



## Hearings

Pursuant to statute, parole hearings are conducted in local jails, Department of Correction institutions, and other locations within the State for all eligible offenders who come under the purview of the Board. Courtesy parole hearings are conducted for other states upon request. Parole Hearings Officers conduct hearings in the following seven categories:

*Parole Grant Hearings*  
*Time Setting Hearings*  
*Preliminary Parole Revocation Hearings*  
*Appeal Hearings*

*Pre-Parole Rescission Hearings*  
*Post-Parole Rescission Hearings*  
*Parole Revocation Hearings*

Offenders and interested parties receive advance notification of the date, time and location of the parole hearing. Subject to physical limitations and security restrictions at the facility or institution, parole hearings are open to the public. The offender appears before the Parole Hearings Officer on the date of the hearing, unless an official waiver of appearance has been submitted and accepted.



## AUTOMATION

A major objective of the division is to achieve automation of the parole hearings process. Progress was made in this during FY2003-04 as it is being developed in increments. It continues as part of the agency's strategic plan. The end result will be a more efficient hearings process for the Parole Officer Hearings Division, as well as for Board Members. Without exception, all other divisions and staff will benefit from the automation.

### **REGIONAL AREA OF RESPONSIBILITY FY 2003-04**

#### **East Tennessee - County Jails and Local Detention Facilities**

Anderson	Bledsoe	Blount	Bradley	Campbell	Carter	Claiborne	Clay
Cocke	Coffee	Cumberland	Dekalb	Fentress	Franklin	Greene	Grainger
Grundy	Hamblen	Hamilton	Hancock	Hawkins	Jackson	Jefferson	Johnson
Knox	Lincoln	Loudon	McMinn	Marion	Meigs	Monroe	Morgan
Moore	Overton	Pickett	Polk	Putnam	Rhea	Roane	Scott
Sequatchie	Sevier	Smith	Sullivan	Unicoi	Union	Warren	Washington
White	VanBuren	<u><b>STSRCF</b></u>  Southeastern Tennessee State Regional Correctional Facility		<u><b>SILVERDALE</b></u>  Hamilton County Workhouse		<u><b>NECX</b></u>  Northeast Correctional Complex [CCWC & NECC]	
<u><b>BMCX</b></u>  Brushy Mountain Correctional Complex [BMSP & MCRC]							
		<u><b>47C</b></u>  Knox County Penal Farm		<u><b>JCCJ</b></u>  Johnson City County Jail			

#### **Middle Tennessee - County Jails and Local Detention Facilities**

Bedford	Cannon	Cheatham	Davidson	Dickson	Giles	Hickman	Lawrence	Lewis
Macon	Marshall	Maury	Montgomery	Robertson	Rutherford	Sumner	Trousdale	Williamson
Wilson								
<b><u>METRO DAVIDSON CO</u></b> Metro CJC (19A) Metro CCA (19C) Metro CWC (19D)		<b><u>MTCX</u></b> Middle TN Corr. Complex (MTRC & NCSC)		<b><u>RMSI</u></b> Riverbend Maximum Security Facility		<b><u>TPFW</u></b> TN Prison for Women		
		<b><u>75A</u></b> Rutherford County Workhouse		<b><u>SPND</u></b> Lois M. DeBerry Special Needs		<b><u>TCIP</u></b> Turney Center Industrial Prison		

#### **West Tennessee - County Jails and Local Detention Facilities**

Benton	Carroll	Chester	Crockett	Decatur	Dyer	Fayette
Gibson	Hardeman	Hardin	Haywood	Henderson	Henry	Houston
Humphreys	Lake	Lauderdale	Madison	McNairy	Obion	Perry
Stewart	Tipton	Wayne	Weakley			
<b><u>SCCF</u></b> South Central Correctional Center Facility		<b><u>WTSP</u></b> West Tennessee State Penitentiary		<b><u>WANX</u></b> Wayne County Technical Complex		<b><u>NWCX</u></b> Northwest Correctional Complex (LCRC & NWCC)

#### **Delta - County Jails and Local Detention Facilities**

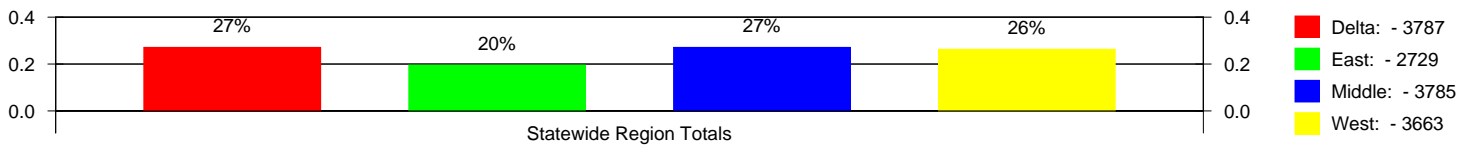
			Shelby			
<b><u>HCCF</u></b> Hardeman County Correctional. Center		<b><u>MLRC</u></b> Mark H. Luttrell Reception Center		<b><u>SCCC</u></b> Shelby County Correctional. Center		
<b><u>WCFA</u></b> CCA/Whiteville		<b><u>79A</u></b> Shelby County Criminal Justice Center		<b><u>79B</u></b> Shelby County Correctional Center Jail East		

## Hearings by Hearings Officers \*

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
Appeal	2	3	1	1	1	2	0	2	2	2	3	1	20
Grant	893	1023	1147	800	895	1052	967	944	845	936	992	1002	11496
Post Parole Rescission	0	2	1	0	1	1	1	0	2	1	2	4	15
Pre Parole Rescission	8	16	22	12	13	20	10	17	10	29	26	20	203
Probable Cause	7	14	13	8	11	16	24	6	13	6	10	5	133
Revocation	192	160	161	148	141	141	170	162	134	173	169	144	1895
Time Setting	44	19	8	25	9	6	1	13	9	11	33	24	202
<b>TOTAL</b>	1146	1237	1353	994	1071	1238	1173	1144	1015	1158	1235	1200	*13964

\*Does not include hearings officiated by Board Members

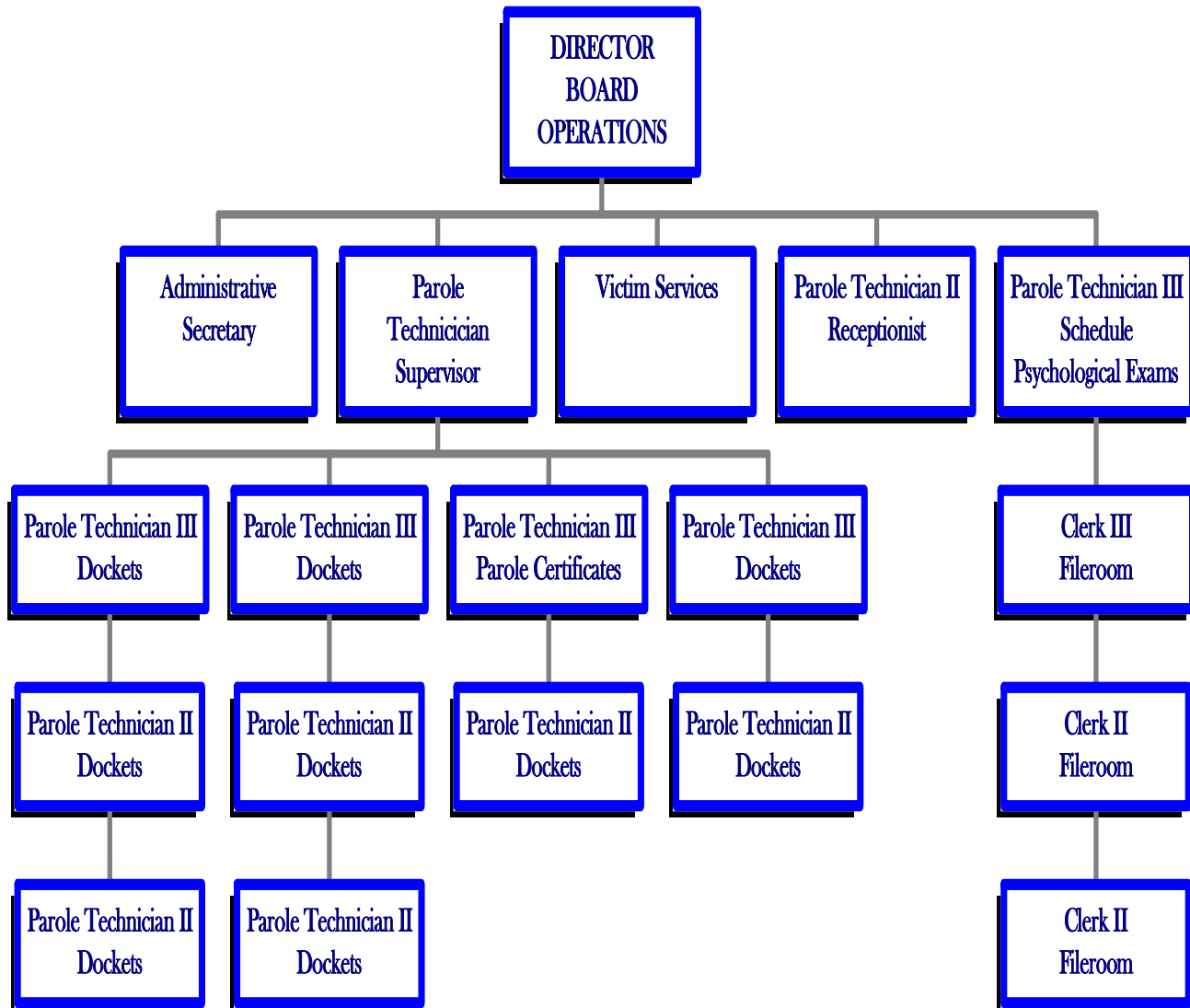
**HEARINGS PER REGION 2003-04**



# Board Operations Division

## ORGANIZATION

The Division of Board Operations is responsible for scheduling timely parole hearings, providing information and materials needed for the Board to make parole decisions, issuing parole and determinate release certificates, maintaining Board offender files, providing victim liaison services, requesting psychological evaluations, and processing executive clemency applications.



## DOCKET SECTION

Upon certification of parole eligibility by the Tennessee Department of Correction (TDOC), the docket section is responsible for preparing dockets for parole hearings held throughout the State at TDOC institutions and county jails. Preparation of a parole hearing docket includes: creating and maintaining a Board file for each offender being considered, requesting any necessary reports or information needed by the Board in making their decision, and sending hearing notifications to all "interested parties" designated by statute. After the Board makes a parole decision, the docket section processes the final disposition of each case and notifies any "interested party" of the final decision. There were 13,207 parole hearings scheduled by Board Operations during FY 2003-04. (This number does not include parole revocation cases, which are docketed by the Parole Hearings Officer Division).

## CERTIFICATE SECTION

The certificate section prepares and issues parole certificates and probation determinate release certificates. Parole Certificates are issued to an offender after he or she has been granted parole and is being released to parole supervision in the community. The parole certificate sets out the offender's rules for supervision and any special conditions imposed by the Board. Each offender must have an approved release plan prior to the certificate being issued. Interested parties are notified, as required by statute, of an offender's release on parole. There were 3,016 parole certificates issued in FY 2003-04. \*

Probation Determinate Release Certificates are issued to offenders with sentences of two years or less who have been certified eligible, according to statutory guidelines, for release to probation by the Tennessee Department of Corrections. The staff notifies interested parties as required about the offender's release on probation. 2,529 probation determinate release certificates were issued in FY 2003-04. \*

\*Excel Spread Sheets, Board Operations

## FILE ROOM

This section is responsible for managing, maintaining and tracking the Board offender files used in the parole hearings process. These files are created and updated as material is received pertaining to each individual offender. Hearings Officials rely on the information contained in the file to aid in their decision making for parole release. Files are also subpoenaed by the Courts, retrieved for use by agency staff and reviewed by offenders and others. The file room staff also manages and maintains audio and videotapes of parole hearings. During FY 2003-04 the file room managed and maintained 53,188 offender files (those files numbered 47,240 in FY 2002-03). During FY 2003-04, the staff processed 137,389 hardcopy items, maintained 2998 cassette tapes and 48 video tapes.

## EXECUTIVE CLEMENCY

Only the Governor can exercise clemency power, including commutation, pardon and exoneration. The Board, upon the Governor's request, considers and makes non-binding recommendations concerning requests for clemency. These requests must comply with the *Governor's Executive Clemency Criteria*. The processing of all applications for commutation, pardon and exoneration, must be in compliance with the Governor's criteria.

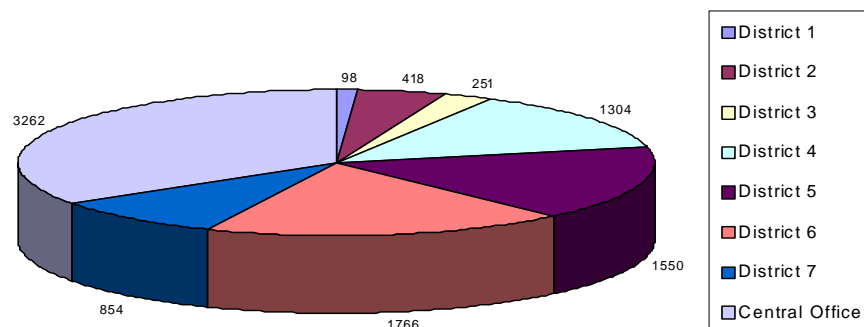
## PSYCHOLOGICAL EVALUATIONS

One technician is responsible for requesting, tracking and receiving psychological evaluations, of inmates for parole hearings, from the Tennessee Department of Correction and outside vendors. 143 evaluations were requested by the Board, 132 were received in return. Three inmates had refused to participate in the evaluation.

## VICTIM SERVICES

The Victim Services section is liaison for the Board with victims of crime, their family members and other parties interested in the parole process. A managing Victim Liaison and a support person are located in Central Office; thirteen Victim Liaisons are located in probation and parole field offices throughout the state. They assist victims, the family members of victims, and interested parties in understanding and navigating the parole process. 9,503 contacts were made and recorded by liaisons during FY 2003-04.

**Victim Services 2003-2004 Annual Statistical Report**  
**Grand Total 9503**



**PROBATION CERTIFICATES ISSUED FY 2003 - 04**

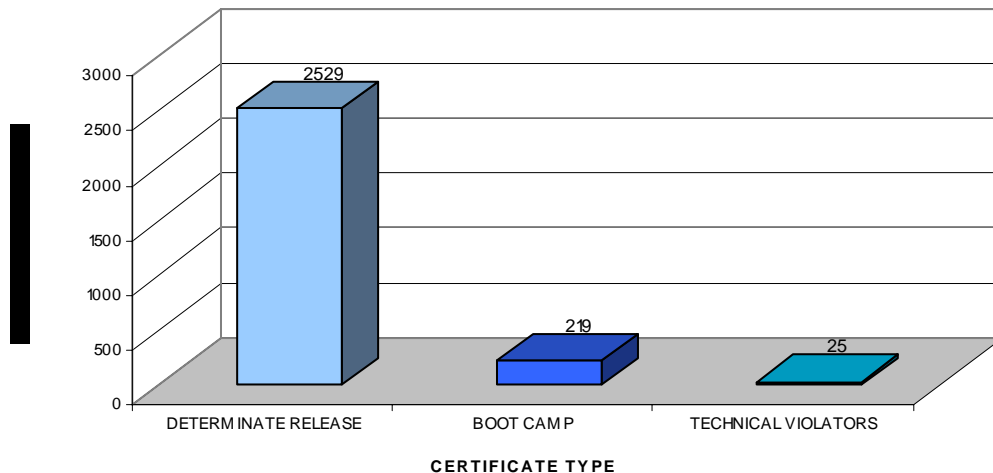
**CERTIFICATE TYPE**

Boot Camp	219
Determinate Release	2,529
Technical Violators	25
	<hr/>
<b><u>TOTAL:</u></b>	<b>2,773</b>

**PAROLE CERTIFICATES ISSUED FY 2003 - 04**

July-03	260
August-03	245
September-03	275
October-03	300
November-03	183
December-03	304
January-04	223
February-04	174
March-04	287
April-04	229
May-04	229
June-04	307
	<hr/>
<b><u>Total:</u></b>	<b>3016</b>

**PROBATION CERTIFICATE  
FY 2003-2004**



# Administrative Services

## ORGANIZATION

Two divisions comprise Administrative Services within the BOPP agency, the Division of Human Resources and the Division of Fiscal Services. They provide support for personnel and financial transactions, respectively, agency wide.

## Human Resources Division

The Division of Human Resources (HR) is within Administrative Services and is dedicated to providing a broad base of support services to all employees of the Agency. The Human Resources staff consists of:

**Personnel Director  
(Two) Personnel Analyst 2  
Administrative Assistant I**

**Personnel Manager I  
(Two) Personnel Technician 3  
Personnel Technician 2**

Human Resources prepares and implements an *Affirmative Action Plan* for the Board of Probation and Parole to achieve goals of equal employment opportunity for all. HR staff communicates with BOPP employees, other State agency employees, and the public regarding appointment, promotional and other recruitment procedures, civil service, job specifications, and applications. Employee Relations is a major responsibility of the HR Division. The staff is committed to providing guidance and answers to employee concerns, and in resolving problems and issues that could affect the employee's performance of duties.

The HR staff provides advice and assistance to agency employees on all human resource matters and administers, monitors and processes employee benefit programs of sick leave bank, Family Medical Leave Act, donated leave, workers compensation, employee assistance, American Disabilities Act compliance, insurance, regular and disability retirement and performance evaluation.

Other services provided, and operational functions of Human Resources, are: payroll processing, to include payroll supplemental actions, bankruptcies, tax levies, garnishments, miscellaneous benefit deductions, civil service, personnel transactions, leave and attendance, data capture hierarchy, direct deposit, disciplinary, grievance, accurate compensation, classification/compensation, equity report, staffing maintenance of 966 positions, vacancy report, position justifications, Human Rights and EEOC issues.

HR updates and maintains manuals of regulations of Department of Personnel Policies and Procedures, Civil Service Laws, Leave and Attendance Rules, Affirmative Action Guidelines, Performance Evaluation, Finance and Administration Payroll Policies and Procedures, Federal Guidelines of ADA and FMLA, Retirement, Certification, and Insurance Administration Policies and Procedures to ensure conformance of policies, rules and regulations.

HR compiles and maintains logs on new hires, terminations, promotions, grievances, disciplinary, and written warnings as a support tool for agency statistics.

Objectives for the Human Resources Division include:

- Development and distribution of a *BOPP Employee Handbook* and a *BOPP Supervisory Procedures Handbook*.
- National Crime Information Center (NCIC) record maintenance.
- Imaging of personnel and other pertinent files.
- Reduction of overdue *Performance Evaluations*.
- Reduction of leave and Attendance audit errors.
- Training of designated agency employees on personnel performance evaluation, payroll, civil service, in-processing, and other personnel-related subjects.

# Fiscal Division

Fiscal Services is within Administrative Services and endeavors to provide quality services for the Board of Probation and Parole. The division's goals are to ensure compliance with governmental accounting standards, and adherence to the rules and regulations set forth by the Comptroller of the Treasury and the Department of Finance and Administration. Fiscal assists agency staff in all areas of fiscal management. These include making and reporting financial transactions, purchasing, records management, communications, property management, and inventory control. Thirteen staff members comprise the four units within Fiscal Services. The units are Accounts Payable, Contract and Revenue; Purchasing and Records Management; and Facility and Property Management. During FY 2003-04 Fiscal Services processed:

- 1,087 purchase orders for equipment, supplies and professional services;
- 11,220 employee travel claims;
- 180 printing requests for forms, envelopes and other documents;
- 187 communications request for services (RFS) for telephone system design, cellular telephones, wiring, additions, relocations, conference equipment, etc.;
- 41,544 fee payments; and
- distributed \$8,705,053 through direct appropriations and nineteen Community Corrections contracts.

Board of Probation and Parole Financial Report – Expenditures FY 2003-04	
Regular Salaries	\$27,963,796.00
Benefits and Longevity	\$9,754,479.00
<b>PERSONAL SERVICES AND BENEFITS TOTAL:</b>	<b>\$37,718,275.00</b>
Travel	\$975,392.00
Printing, Duplicating and Services	\$153,289.00
Communications	\$223,561.00
Maintenance, Repairs and Service	\$17,113.00
Professional Services/Third Parties	\$204,249.00
Supplies and Materials	\$550,914.00
Rentals and Insurance	\$3,875,206.00
Awards and Indemnities	\$6,151.00
Grants	\$8,765,586.00
Unclassified	\$1,600.00
Interdepartmental	\$2,485,062.00
<b>OTHER EXPENDITURES TOTAL:</b>	<b>\$17,258,123.00</b>
<b>TOTAL EXPENDITURES</b>	<b>\$54,976,398.00</b>
<b>FUNDING SOURCES</b>	
State Appropriation	\$54,826,955.00
Current Services (includes Diversion Fund revenues)	\$146,521.00
Interdepartmental	\$2, 922.00
<b>SUPERVISION AND REHABILITATION FUND COLLECTION</b>	
Probation and Parole	3,554,381.00

SOURCE: Fiscal Services Report 823-01 (8-01-04):

# Information Systems Division

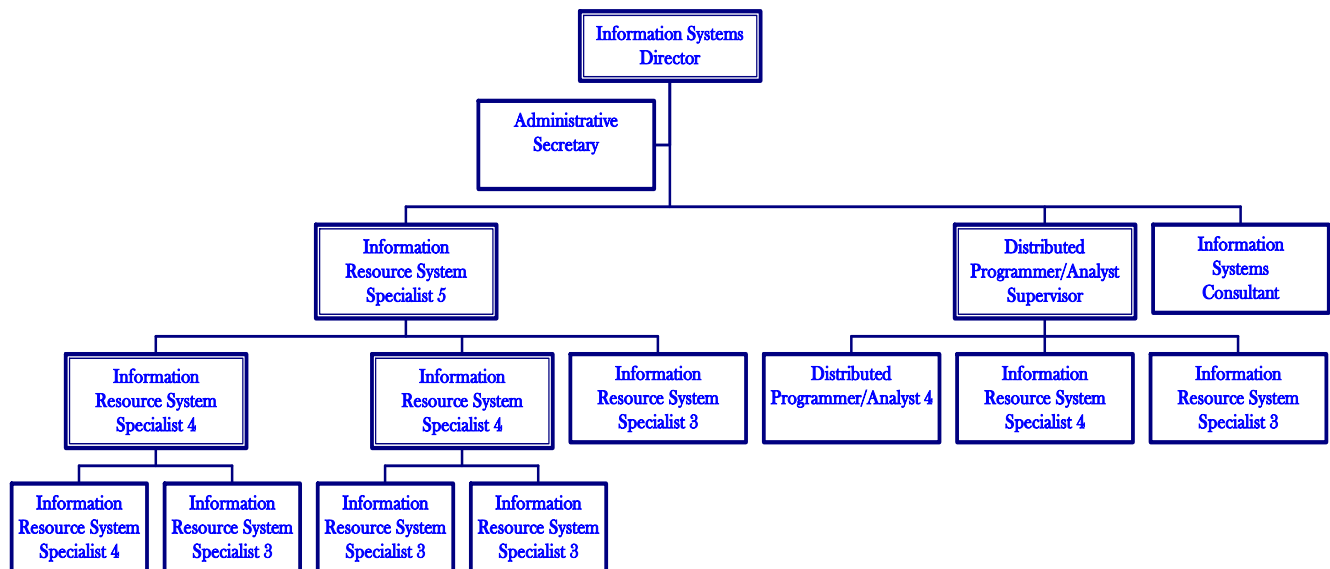
## ORGANIZATION

The Information Systems Division strives to provide cost effective technology solutions to current business processes; technical training; along with, hardware, software, and network support to improve the overall productivity of staff within the Board of Probation and Parole. The mission of the Information Systems Division is to provide a reliable and cost effective information technology environment which will have a positive impact in assisting the Agency in meeting or exceeding its goals. The vision of the division is to provide timely and effective technical services to the Agency by continuously improving the management of information system resources.

### Services Provided

The Information Systems Division currently provides the following services:

- Systems and Application Development
- End User Technical Support
- IT Training and Help Desk Services
- Coordinated Network Services



## INFORMATION TECHNOLOGY ACHIEVEMENTS

The major achievements completed during FY 2003-04 are:

### SNA (Systems Network Architecture)Connections

Termination of the outdated SNA connections and host addressable printers in BOPP and Community Corrections locations resulted in an annual cost reduction in excess of \$200,000 from OIR. All locations now connect through "host on demand" accounts via the Internet or dial-up connections. An audit, conducted by the IS Operations staff, resulted in a \$32,477.32 refund and a correction of charges related to the terminated SNA connections.

### eTOMIS

TOMIS is Tennessee Offender Management Information System, is a computerized database maintained by TDOC, and eTOMIS is the web-based to interface to that mainframe system. eTOMIS allows greater flexibility in collection and dissemination of data.

BOPP collaborated with TDOC in the layout design of the eTOMIS screens used by BOPP staff.

Key staff members from BOPP field offices received eTOMIS training from TDOC and BOPP. In addition the BOPP IS Division held an additional 16 eTOMIS training sessions for 298 BOPP staff.

### Training Classes

The IS Division provides the opportunity for BOPP employees to receive hands-on classroom training each month. BOPP's IS staff teach classes in Microsoft Word, Excel, Access and PowerPoint, along with GroupWise and eTOMIS training in Memphis, Nashville, Chattanooga, Jackson and Knoxville. In the second half of FY04 90 different classes were taught with over 760 students.

## **Parole Hearing Media**

Instituted procedures to allow parole hearings to be recorded onto a compact disk using the hearing official's laptop.

The use of compact disk technology, in addition to network sharing and storage of this media, is expected to streamline all processes related to collecting, storing and accessing recordings of individual parole hearings.

## **Help Desk Application**

A Help Desk Application was created to track the status of agency staff request for assistance from the IS Division.

This application allows the number and type of calls received by the Help Desk to be monitored. It also provides statistical reports that identify training needs, equipment replacement evaluations, and opportunities for IS to improve business processes within BOPP. All IS staff members throughout the state have access to this application to ensure accurate and timely data. Over the last half of FY04 over 1700 calls for assistance were logged and tracked.

## **Web Site Update**

A feature that allows the public to download the ninety-eight page Community Correction Application from the BOPP web site was added this year. Providing this information to the public eliminated tasks associated with this information request; saving the agency printing, postage and staff time.

## **Hearings Officer Automation Phase 2**

### **Hearings Officer Report Application**

Updated the Hearings Officer Report Application to display every instance of statistical data provided by this application in a graphical format. Graphs representing the number of hearings and the percentage of parole recommendations give an instant comparison of activities. This information assists in location assignments and in identifying trends related to hearings officials. The user may select the type of graph and has the option to display the information for the entire state, or by region, office assignments or individual hearing official.

### **Appeal Notification Application**

An application was developed to automate the appeal notification process and monitor the status of appeal requests. The Appeal Hearing Notification Application generates the correct notifications and forms based on data entered at the time of receiving the appeal request. This application also identifies outstanding appeal requests sent to Board Members and status of all requests. Tasks related to processes automated by this application were reduced from 12 hours to 20 minutes per appeal request. There are approximately 15 appeal requests annually; saving BOPP staff a total of 174 business hours per year to complete this process.

## **Board Operation Automation Phase 2**

### **Executive Clemency Tracking Application**

Prior to the *Executive Clemency Tracking Application*, all historical documentation related to clemencies was stored in bound journals; data collected in the Governor Sundquist and Governor Bredeesen Administrations were stored in Excel workbooks. Based on the type of report requested, it would take one to three business days to manually collect and compile the information to produce a report. The application was created to consolidate all data related to executive clemencies and automate the reporting process. This application allows unlimited ad-hoc reporting capabilities and is able to produce a completed report within seconds.

### **Offense Report Request**

The *Offense Report Request Application* (ORR) was developed to expedite the parole process for hearings that require an offense report. Prior to this automated process, offenders eligible for a parole hearing whose offense report was not yet available would have to wait until the report was received to have their hearing scheduled. The first quarter of 2004 had 232 offenders who had parole hearings, which had to be rescheduled due to the absence of the offense report in their BOPP file. These offenders remained in the institution a minimum of an extra 120 days before they could be rescheduled for a parole hearing; costing the State of TN approximately \$1,379,750 [232 offenders X 120 days X \$49.56-TDOC FY 2002-03 daily cost per inmate]. Tasks related to requesting offense reports will be removed from the docket technician's responsibilities saving approximately 3.5 hrs per docket.

### **Release Certificate Application**

The *Release Certificate Application* eliminates the need to search multiple TOMIS screens and duplicate data entry to produce a release certificate by accessing the needed TOMIS data to verify and generate the release certificates. Options to print or email the parole release certificates, letters to judicial district officials, letters to interested parties and letters related to kidnapping offenses are provided. Various reporting options are also available. Previously it would take one docket clerk approximately 150 productive work hours to process an average of 227 certificates. The application has resulted in processing the same amount of certificates in 19 hours, a reduction of 131 hours.

### **e-Mail Options**

The *Parole Hearing Notification Application* will automatically submit notifications via e-mail if an e-mail address is entered into the *Board Operations System Utility Application*. If an e-mail address is not available, a letter is generated.

### **Significant Task Reduction**

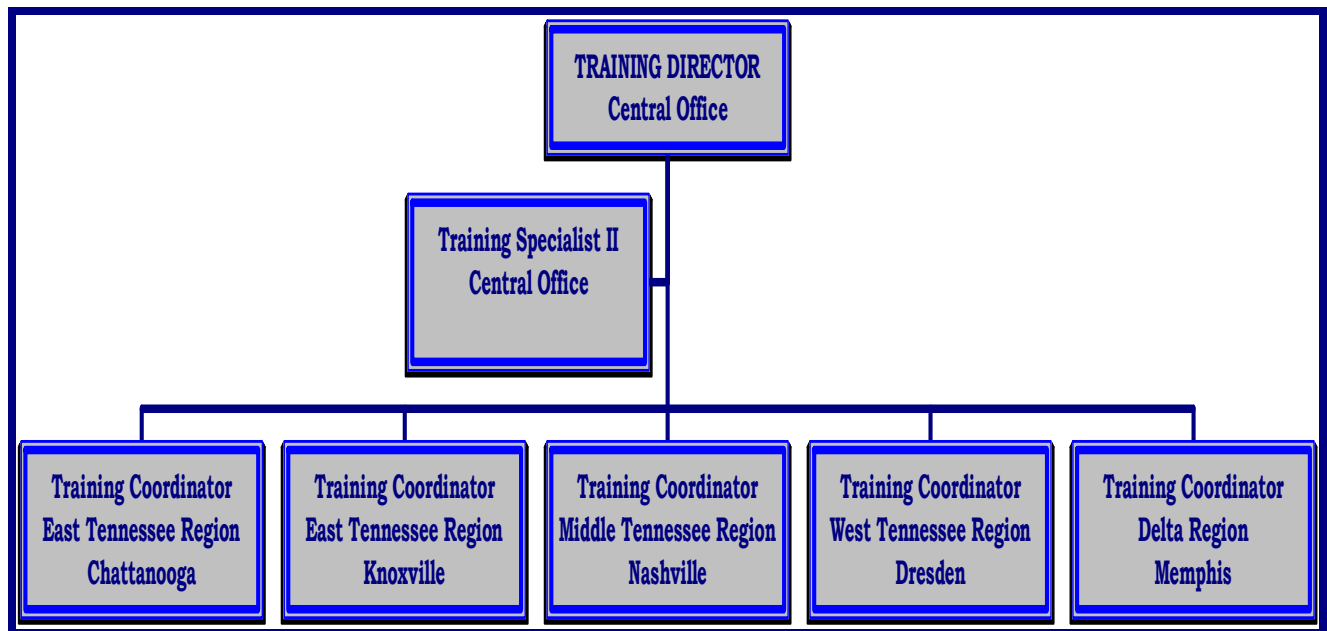
Board Operation Automation Project Phase 2 has contributed to reducing the docket technician's task time processing one parole eligibility docket from 143.5 hours to 1.5 hours, saving 141 hours, assuming an average of 100 hearings per docket and 14 dockets per month.

# Training Division

## ORGANIZATION

One of the greatest accomplishments by the Division of Training during FY 2003-04 was bringing in numerous speakers cost-free, avoiding those costs to the taxpayers of Tennessee and BOPP. This also provided the agency with much needed information enabling staff to perform assigned tasks more proficiently.

It is the responsibility of the training division to develop and implement a training plan at a regional level that will ensure adherence to policy and give staff knowledge and techniques to effectively perform their assigned job task. That must be accomplished at the lowest possible cost to taxpayers.



## CURRICULUM AND RESOURCES

Training is delivered through a collective of curriculums. Topics are centered on Board of Probation and Parole policies and procedures. Other topics, not covered by BOPP policies, that are presented are Health, Dealing with Grief, Ergonomics, Retirement, Creative Thinking, Customer Services, Sex Offenders Supervision and Drug Awareness. The Training Division delivers and facilitates these subjects with the assistance of other BOPP personnel.

Training in safety issues is being addressed through designated BOPP "Safety Officer(s)" and the Training Division. Training in personnel issues is addressed through the agency division of Human Resources and the State of Tennessee Department of Personnel. Computer training is addressed through the agency's Information System Division and Office of Information Resources.

Out-service training includes seminars, workshops, audio teleconferencing, satellite conferences and the National Institute of Correction. Selected classes are also scheduled as offered at the Tennessee Correction Academy.

In-house training taught locally at district offices or other sites, includes, for example policy issues, office procedures, review and audit team skills, classification issues, IS computer training, and safety. Specialized training is offered through the FBI, TBI, Association of Paroling Authorities International, American Probation and Parole Association, American Correctional Association and other criminal justice system agencies. Topics covered will include METH Labs, sex offenders, Interstate Compact for Probation and Parole, domestic violence, victim-witness issues and offender re-entry into the community.

## OBJECTIVES

The task of the Training Division is to advance public and staff safety by developing and implementing a training program that will:

- ◆ Be at the lowest possible cost to taxpayers.
- ◆ Be accomplished at the regional level.
- ◆ Assist in developing procedures to train staff and monitor all such programs and procedures for effectiveness.
- ◆ Instruct all employees in the statutory and policy requirements to fulfill the mission of the Board of Probation and Parole.
- ◆ Seek the input of line staff as well as supervisors in training issues.
- ◆ Aid staff in personal and professional development.

The Board provides each employee with training that supports and improves job performance. Each new full-time employee participates in forty hours of pre-service orientation. Also, full-time employees thereafter receive annual training: forty hours for specialized staff and sixteen hours for support staff.

New emergency or interim employees, volunteers, and student interns who work less than thirty-seven and a half hours per week receive training appropriate to their assignments. Volunteers and students working the same schedule as full-time, paid staff are given the same training as staff. The number of training hours required is a minimum. Additional hours may be given.

### **Training Division FY 2003-04 Activities**

Total staff trained	<b>966</b>
Total staff trained at the Tennessee Correction Academy (Pre-Service)	<b>79</b>
Total training hours	<b>49,254,70</b>

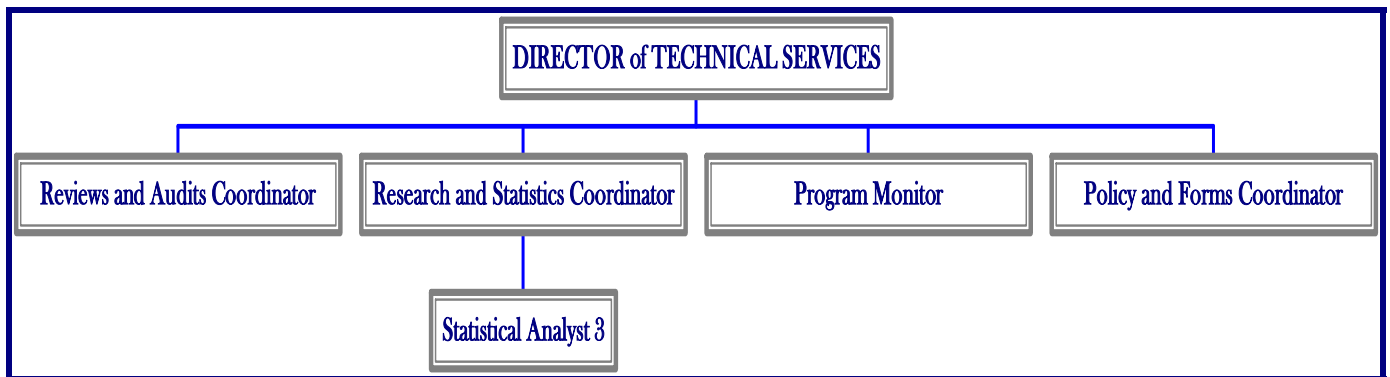
# Technical Services Division

## ORGANIZATION AND PURPOSE

The Technical Services division, located in Central Office, is staffed by six positions and provides specialized support to all agency divisions, helping them analyze data and obtain needed information. Skilled assistance is provided managers and their respective staffs to:

- ◇ Develop policy drafts for the Board's consideration and forms for all division.
- ◇ Coordinate or plan and complete minor and major research and statistical reports
- ◇ Plan and conduct required or needed audits and assessments
- ◇ Develop, update and use instruments for conducting agency reviews and audits
- ◇ Develop and implement program evaluations
- ◇ Track incident reports for the agency
- ◇ Coordinate research efforts within and from outside the agency where the agency or its offenders or data is the subject.
- ◇ Accurately complete external and internal surveys, receiving or developing the questionnaires used.
- ◇ Construct and utilize performance measures.
- ◇ Revise, minimize or develop essential reporting, record keeping, communication processes, and other management tools, and participate effectively in strategic planning.

Other responsibilities include responding to numerous information requests from the public, the Governor's Office, the General Assembly and many governmental agencies, local, state and federal.



## FY 2003-04 ACTIVITIES

Administrative policies and procedures revised or developed and approved by the Board	49
Forms designed and approved, in compliance with state regulations, combining probation and parole forms, and standardizing forms for future automation	40
Required Annual Review of Office Procedures in Field Services District locations	15
Required Annual Review of Office Procedures in divisions or units in Central Office	8
Development or revision of review and audit instruments	8
Written reports of reviews and audit findings	31
Required Community Corrections audits completed	19
Requests from outside BOPP for detailed data and information about the agency and it's work	7
Special reports requested for statistical data	49
Standard statistical reports produced each month	90

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**PUBLICATION NUMBER 324007**

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